



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE
310 Great Circle Road
Nashville, Tennessee 37243

IMPORTANT MEMO

DATE: April 1, 2014
TO: Medicaid Nursing Facility (NF) Providers
TennCare Managed Care Organizations
FROM: Patti Killingsworth, Assistant Commissioner
Chief of Long-Term Services and Supports (LTSS)
SUBJECT: **Opportunity to Preserve PAE Effective Date for Appeals**

Effective January 15, 2014, a new process has been implemented to request the immediate attention of a NF when a PAE has been denied because of a lack of supporting documentation or conflicting documentation, and an appeal has been filed. This process provides ten (10) calendar days for a NF to submit additional documentation which, if submitted timely *and* determined sufficient to approve NF level of care, will preserve the original PAE effective date.

When TennCare receives an appeal for a NF-submitted PAE that was denied because of a lack of supporting documentation or conflicting documentation, TennCare will send a Request for Information (RFI) to the NF. The RFI will be emailed to the PAE submitter using the email address provided in TPAES.

When a NF (specifically the PAE submitter) receives the RFI, the NF will have ten (10) calendar days from the date the RFI was sent by TennCare to submit current documentation that is consistent with the level of deficiency indicated on the PAE. This information should be provided by completing the RFI form and returning to TennCare either by fax or email. The RFI form includes TennCare's fax number and the email address.

If the additional documentation is received by TennCare within ten (10) calendar days and is determined sufficient to approve NF level of care, the effective date of NF LOC and enrollment into CHOICES Group 1 (subject to all applicable enrollment requirements for CHOICES Group 1) will be the date that NF LOC would have been effective had NF LOC been approved based on the original PAE and supporting documentation. If submitted *after* ten (10) calendar days and the appeal results in the approval of NF LOC, the approval effective date may only go back ten (10) days from the date the deficiencies in the original PAE application were cured.

If you have questions regarding these changes, please call TennCare's Division of Long Term Services and Supports at 877-224-0219.